

Standard Operating Procedure for Event Boys/Helpers

1. Purpose and Background

- 1.1 This SOP is designed to ensure the efficient working of event boys in well disciplined manners under the office of event management.
- 1.2 Following guidelines must be adhered in this regard:
 - 1.2.1 Should be in uniform during their duty hours.
 - 1.2.2 Good interaction abilities and professional personal display.
 - 1.2.3 No one will leave the campus without informing his immediate supervisor.
 - 1.2.4 Knowledge of event management techniques, customer service methods and concepts.

2. Duties and Responsibilities

- 2.1 The event boys/helpers will be responsible for following activities under the supervision of OEM officer:
 - 2.1.1 Maintain cleanliness of OEM, board room and conference hall (including furniture).
 - 2.1.2 Must be active and hardworking, capable to do multi-tasking and able to be loyal with everyone always.
 - 2.1.3 Serving of refreshment during meetings and events.
[**Note:** Make sure to serve water, tea etc. to guests and VIP, follow schedule of serving tea to the staff.]
 - 2.1.4 Prepare stationary for general meetings and events.
 - 2.1.5 Assisting IT staff to set up projector and laptop for all kind of events.
 - 2.1.6 Filing documents as per requirement.
 - 2.1.7 Responsible for disposal of trash, waste, and other disposable material after the event.
 - 2.1.8 Use safety precautions in all housekeeping services.
 - 2.1.9 Seating arrangements for the board room and conference hall as per the requestor's requirement.
 - 2.1.10 Report malfunctions/ incidents when noticed.
 - 2.1.11 Ability to organize daily activities with time constraints.

3. Review

The policy will be reviewed after every two years.